



# STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

**Working Title**

Senior Accounting Technician

**Job Code Title**

Accounting Technician

**Pay Band**

04

**Job Code Number**

433314

**Information Technology and Processing Division**

Processing and Retention Operations Bureau  
Account Maintenance and Cashiering Unit

**Fair Labor Standards Act**

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Processing and Retention Operations Bureau ensures secure handling and delivery of taxpayer information, payments, and data to the appropriate systems and staff. The bureau is organized into four units providing tax return and payment processing including Account Maintenance and Cashiering, Data Capture, E-Services, and Mailroom and Records Management. The Account Maintenance and Cashiering Unit is responsible for ensuring accurate and secure accounting of tax payments.

**Job Responsibilities**

The Senior Accounting Technician provides training and leadership to unit staff; coordinates specialized accounting and payment processing of all tax payment types; performs technical accounting and payment processing; and provides a range of general services in support of mail services, data processing, records maintenance, and taxpayer registration functions. The incumbent also performs a variety of other duties as assigned. The position reports to the Accounts Maintenance and Cashiering Unit Manager and leads other accounting technicians within the work unit including permanent, seasonal, and temporary staff.

**• Accounts Processing Coordination 60%**

1. Develops and maintains desktop instructions to ensure work unit procedures are followed by all staff by researching problems and steps to resolve them.
2. Recommends methods to improve communication, customer services, quality assurance, and other accounting functions based on information gathered through tracking performance and problems noted.

3. Provides training, technical assistance, and troubleshooting of accounting and cashiering processes. Monitors ongoing processing to identify training and technical assistance needs.
4. Assesses workflow and use of unit resources to meet work unit goals and improve processes.
5. Works with other units to identify cross-training and resource needs and to improve workflow and the cost-effectiveness of services. Monitors accounting and cashiering processes to track and resolve problems that slow the system.
6. Tests new or alternative processes such as tax form changes, payment coupons, and system updates as directed to evaluate and report on effectiveness.
7. Provides guidance and technical assistance to accounting assistants by explaining and showing them how to handle atypical accounting and payment procedures, resolving accounting problems, and providing one-on-one training as needed.
8. Produces, proofs, and distributes payment processing reports. Reconciles payments processed with bank deposits and state accounting systems records on a daily basis. This includes ensuring daily bank deposit is prepared according to desktop instructions and state policies.
9. Processes tax payments using remittance processing hardware and software to post payments to appropriate processing system, creates daily bank deposit reports, and creates images of scanned payments and coupons.
10. Oversees the functioning of the remittance scanning system by troubleshooting equipment problems and/or processing errors, resolving equipment and processing problems or errors, and testing and implementing new payment processing technology as needed.

- **Accounts Processing 25%**

1. Processes tax payments and accounts receivable. Verifies, posts, deposits, and records tax payments by reviewing, validating, and producing tax vouchers. Identifies errors and discrepancies such as unidentified payments, unspecified payment year or quarter, overpayments, or missing information.
2. Researches problem payments to un-suspend them in the system for all tax and account types and resolves them. These may include wire payments, returned non-sufficient funds (NSF), and Automated Clearing House (ACH) transactions and may require producing state accounting system journals.
3. Distributes validated payments and vouchers to remittance scanner or manually posts and deposits validated payments using an on-line batching system or on-line state accounting system by account and tax period.
4. Processes collection payments based on agreements or other special instructions. Works with other department staff to determine proper posting for payments.
5. Reconciles accounts receivable with department and state accounting systems to ensure accuracy and completeness. Reviews accounting data to identify and resolve errors and problems associated with payment records, processing, and system operations. This requires extensive research into exceptions to normal processes including those referred by other unit staff.
6. Resolves suspended payments to ensure accurate postings by transferring payments from incorrect accounts to correct accounts, adjusting the tax payment period, or correcting taxpayer registration information.
7. Verifies that all batched payments have been posted by cross-checking payments with system data, identifying and posting missed payments, and initialing and dating completed batches.

- **Processing Support Services 10%**

1. Assists with taxpayer registration by updating or adding taxpayer account information from paper or electronically filed tax returns using system registration functions.
2. Assists other units as needed. This may include receiving, collecting, processing, and delivering mail; processing general taxpayer information by setting up database files; receiving and verifying information; entering data; sorting and routing documents; or assisting with data quality control.

3. Provides general assistance such as reviewing data for errors, reconciling batches, locating lost documents, and updating customer account information.
4. Responds to requests and questions from other units by locating and providing requested information and referring specific and technical issues to appropriate staff.
5. Trains staff in functions such as mail processing, data processing, records maintenance, cashiering, or taxpayer registration to resolve general problems and promote cross-training.
6. Ensures secure handling and delivery of taxpayer information and system reports to appropriate staff.

- **Other Duties 5%**

1. Performs a variety of other duties as assigned by supervisors.

### **Job Requirements**

To perform successfully a senior accounting technician the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; compiling and analyzing data from multiple sources; following written and oral directions and instructions; identifying and correcting data errors; and word processing, spreadsheet, and database applications are required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of technical accounting procedures, office operations, automated data processing systems, records management, and customer service standards. The incumbent must have the ability to develop a progressively responsible knowledge of department work units, functions, and operations.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is graduation from high school or GED, and three years of job-related work experience.
  - Work experience should be made up of accounting, remittance processing technologies, or financial operations.
  - Other combinations of education and experience will be evaluated on an individual basis.

### **Department Core Values**

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

### **Working Conditions**

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Due to peak processing seasons, incumbent may work in excess of 40 hours per week which may include evenings and weekends. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

### **Special requirements**

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

**This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.**

**Division Administrator Review:** The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, Division Administrator      Date: August 2010

**Human Resource Director Review:** The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director      Date: August 2010

**Employee:** My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (print): \_\_\_\_\_